

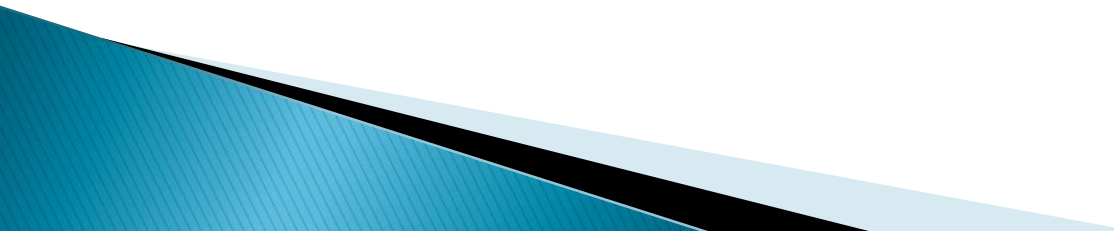
# Arlington County Department of Human Services (DHS)

Limited English Proficiency (LEP)  
Policy Implementation  
December 3, 2012

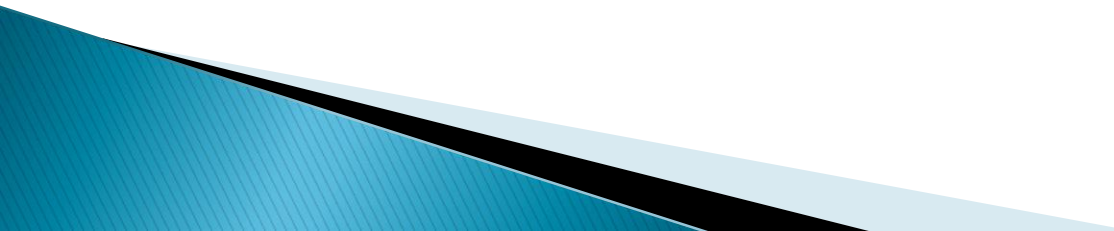
# Department of Human Services

- ▶ Integrated agency with 5 operating divisions and 700 staff members
    - Aging & Disability Services
    - Economic Independence
    - Public Health
    - Behavioral Healthcare
    - Child and Family Services
  - ▶ 42,000 customers in FY 2012 – 20% of Arlington population
  - ▶ Diverse customers using many different primary languages
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# DHS Mission

- ▶ We make a real difference in people's lives by promoting and providing outstanding human services. To do this we:
    - Meet people where they are, wherever they come in, and go the extra mile to get them what they need
    - Join with the community to champion and cultivate a world-class human service delivery system
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# History of LEP efforts in Arlington

- ▶ 2002 external audit of Public Health Division service delivery and language accessibility
  - ▶ 2004 County Board resolution regarding “Access to Services by Limited English Proficiency Persons”
  - ▶ 2004 County Manager developed policy requiring each department to assess language needs; and develop and implement plan to meet customer needs
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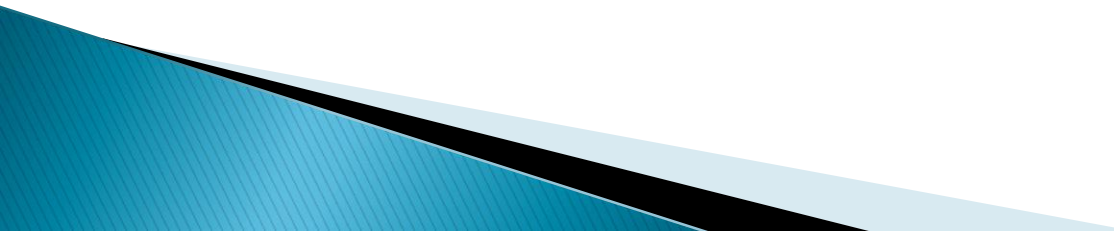
# History of LEP efforts in DHS

- ▶ 2005 Created DHS LEP plan and procedures
  - Office of Human Rights provided guidance
- ▶ Key components:
  - 8 member LEP oversight committee
  - Staff attend training use of interpreters and ways to access languages – using contractors and staff
  - Supervisors review LEP procedures in orientation
  - Reception areas signage
  - Client records
  - Translation of documents
  - Procedure to be regularly reviewed
- ▶ Successful 2011 internal audit

# Language Pay

- ▶ Rate is \$.67 per hour
- ▶ Jobs are designated in HRD as being eligible for language pay
  - Department certifies frequency of use and necessity as related to job duties
- ▶ Candidate/employee must attain a satisfactory score on a competency test
- ▶ If employee will be interpreting for others, they must successfully complete training
- ▶ DHS has 140 staff with language pay

# Current LEP Committee Work

- ▶ Meet bi-monthly
  - ▶ Enhanced new employee training
  - ▶ Bring in speakers on development of cultural competencies
  - ▶ Look for and take opportunities to assess language needs – surveys & database reviews
  - ▶ Refresh staff at staff meetings
  - ▶ Monitor practices at the division level
  - ▶ Attend trainings
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